

9. (Previously Presented) The method of claim 5 wherein said directing step comprises directing a search of files for a predetermined message in at least one of the plurality of workstations, and said retrieving step comprises retrieving files that include said predetermined message.

10. (Previously Presented) The method of claim 9 wherein said directing step comprises directing a search of files for an error indicator in at least one of the plurality of workstations, and said retrieving step comprises retrieving files that include said error indicator.

11. (Currently Amended) An apparatus for remotely enhancing a picture archiving and communication system comprising:

a remote first terminal in communication with a web-based server via an Internet connection, said remote first terminal remotely monitoring a picture archiving and communication system workstation to generate a remote signal requesting installation of software in response to an error at reported by the workstation;

a plurality of picture archiving and communication system workstations connected to said web-based server; and

said web-based server comprising an installer for simultaneously installing software to said plurality of picture archiving and communication system workstations responsive to said remote signal.